



Bib Data Sheet


**UNITED STATES DEPARTMENT OF COMMERCE  
Patent and Trademark Office**

 Address: COMMISSIONER OF PATENTS AND TRADEMARKS  
Washington, D.C. 20231

SERIAL NUMBER 09/504,330	FILING DATE 02/14/2000 RULE	CLASS 705	GROUP ART UNIT 2768	ATTORNEY DOCKET NO. 4889:70
-----------------------------	-----------------------------------	--------------	------------------------	-----------------------------------

**APPLICANTS**

Paul H. Leamon, McKinney, TX ;

**\*\* CONTINUING DATA \*\*\*\*\*****\*\* FOREIGN APPLICATIONS \*\*\*\*\*****IF REQUIRED, FOREIGN FILING LICENSE GRANTED \*\***

\*\* 04/06/2000

Foreign Priority claimed	<input type="checkbox"/> yes <input type="checkbox"/> no		
35 USC 119 (a-d) conditions met	<input type="checkbox"/> yes <input type="checkbox"/> no <input type="checkbox"/> Met after Allowance		
Verified and Acknowledged	Examiner's Signature _____ Initials _____		
STATE OR COUNTRY	SHEETS DRAWING	TOTAL CLAIMS	INDEPENDENT CLAIMS
TX	5	32	5

**ADDRESS**

David H. Judson Hughes & Luce LLP  
 1717 Main Street Suite 2800 15455 Dallas Parkway suite 600  
 Dallas, TX 75201 Addison Tx 75001

**TITLE**

Method and system for skills-based planning and scheduling in a workforce contact center environment

FILING FEE RECEIVED 1062	FEES: Authority has been given in Paper No. _____ to charge/credit DEPOSIT ACCOUNT No. _____ for following:	<input type="checkbox"/> All Fees <input type="checkbox"/> 1.16 Fees ( Filing ) <input type="checkbox"/> 1.17 Fees ( Processing Ext. of time ) <input type="checkbox"/> 1.18 Fees ( Issue ) <input type="checkbox"/> Other _____ <input type="checkbox"/> Credit
-----------------------------	---	---